

Before the
Federal Communications Commission
Washington, D.C. 20554

In the matter of)	
)	
Structure and Practices of the Video)	CG Docket No. 10-51
Relay Services Program)	
)	

Internet-based TRS Certification Application

of

PAH! VRS SUPPORT SERVICES, LLC

d/b/a

PAH RELAY

Brian Collins
Chief Executive Officer
5915 South Emerson Avenue
Suite 100
Indianapolis, IN 46237

September 19, 2011

SUMMARY

PAH! VRS SUPPORT SERVICES, LLC d/b/a PAH Relay ("PAH Relay," "Company," or "Applicant"), pursuant to Section 64.606(a)(2) of the Commission's rules,¹ as amended, hereby submits its Application to the Federal Communications Commission ("FCC" or "Commission") for certification that PAH Relay is eligible to receive reimbursement directly from the federal Telecommunications Relay Service Fund (the "Fund" or "TRS Fund") as a provider of Internet-based Video Relay Service ("VRS") and Internet Protocol ("IP") Relay services.

By its Application, supporting documentation, and officer certifications and assertions made under penalty of perjury, PAH Relay maintains that it meets or exceeds the Mandatory Minimum Standards, pursuant to Section 64.604 of the Commission's rules,² complies with other applicable Commission regulations, Commission orders, and policies, and warrants a Commission grant of a certification to provide compensable VRS and IP-Relay services to the Public as a Fund eligible provider. PAH Relay seeks certification on or before October 1, 2011 in order to avoid any interruption in the provision of its services to the Deaf Community.

Applicant's name, address and telephone number are as follows:

PAH! VRS Support Services, LLC
d/b/a PAH Relay
5915 South Emerson Ave., Suite 100
Indianapolis, Indiana 46237
Telephone: 317-979-6255

¹ 47 C.F.R. §64.606(a)(2).

² 47 C.F.R. §64.604.

TABLE OF CONTENTS

I.	INTRODUCTION.....	2
II.	NARRATIVE AND DOCUMENTATION DEMONSTRATING COMPLIANCE WITH THE INTERNET-BASED TRS PROVIDER AND TRS PROGRAM CERTIFICATION REQUIREMENTS (47 C.F.R. §64.606(a)(2)).....	6
III.	COMPLIANCE WITH NON-WAIVED MANDATORY MINIMUM STANDARDS (47 C.F.R. §64.606(a)(2)(ii))	15
IV.	COMPLIANCE WITH CERTAIN WAIVED MANDATORY MINIMUM STANDARDS FOR THE PROVISION OF FEDERALLY-FUNDED VRS (47 C.F.R. §64.606(a)(2)(ii))	48
V.	ADDITIONAL COMPLIANCE REQUIREMENTS.....	50
VI.	SHOWING OF PUBLIC INTEREST	50
VII.	CONCLUSION.....	53

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To: Chief, Consumer and Governmental Affairs Bureau, TRS Certification Program,
Washington, DC 20554

Internet-based TRS Certification Application
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PAH! VRS SUPPORT SERVICES, LLC d/b/a PAH Relay ("PAH Relay," "Company," or "Applicant"), pursuant to Section 64.606(a)(2) of the Commission's rules,³ as amended, hereby submits its Application to the Federal Communications Commission ("FCC" or "Commission") for certification that PAH Relay is eligible to receive reimbursement directly from the federal Telecommunications Relay Service Fund (the "Fund" or "TRS Fund") as a provider of Internet-based Video Relay Service and IP Relay services.⁴

By its Application, PAH Relay demonstrates that it has and continues to meet or exceed the entirety of the Commission's Mandatory Minimum Standards ("MMS") for VRS and IP

³ 47 C.F.R. §64.606(a)(2).

⁴ See 47 C.F.R. § 64.606; *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, CG Docket No. 03-123, Report and Order and Order on Reconsideration, 20 FCC Rcd. 20577 (December 12, 2005).

Relay services pursuant to Sections 64.604,⁵ as amended,⁶ other applicable Commission regulations principally including, but not limited to, Sections 64.605,⁷ and 64.606,⁸ as amended,⁹ 64.611,¹⁰ 64.613,¹¹ and 52.34¹² of the Commission's rules, applicable Commission orders, and certain waived MMS for the provision of Fund-compensable VRS and IP Relay, and respectfully requests that it be certified as a Fund eligible VRS and IP Relay provider. In support of its Application, PAH Relay states as follows:

I. INTRODUCTION

Applicant was organized in November, 2007 and started providing video relay services in October, 2008 and IP Relay services in February, 2009. Applicant previously filed a Video Relay Service Certification Application with the Commission on November 20, 2008, which application has been amended and is currently pending but is hereby replaced by this Application. PAH Relay has always operated at least one call center and employed its own interpreters prior to taking its first call. PAH Relay has, from its inception, operated as a full-service VRS provider, utilizing primarily its own facilities and Communication Assistants ("CAs") to handle nearly all of the calls processed throughout its history. To the best of its

⁵ 47 C.F.R. §64.604.

⁶ *Structure and Practices of the Video Relay Service Program*, Report and Order and Further Notice of Proposed Rulemaking, 26 FCC Rcd 5545 (2011) (*VRS Practices R&O*).

⁷ 47 C.F.R. §64.605.

⁸ 47 C.F.R. §64.606.

⁹ *Structure and Practices of the Video Relay Service Program*, Second Report and Order, 76 FCC Rcd 47469 (2011)(*VRS Practices Second R&O*).

¹⁰ 47 C.F.R. §64.611

¹¹ 47 C.F.R. §64.613

¹² 47 C.F.R. §52.34

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knowledge, PAH Relay has operated in full compliance with the existing rules and orders since such time. In the months prior to June 1, 2011, when the new rules became effective, PAH Relay had been operating as a subcontractor to Communications Access Center for the Deaf and Hard of Hearing ("CAC"), had held itself out as a subcontractor of CAC (thereby identifying the eligible VRS provider), and had effectively routed all of its calls through a single URL.

Applicant is owned by members of, and stakeholders in, the Deaf Community. Although PAH Relay had discussions with representatives from NorthStar Relay, LLC prior to June 1st, PAH Relay terminated such discussions and notes that it has never been acquired by or merged with any other provider.

Despite the fact that PAH Relay has only been in operation since 2008, the Company's senior management team represents almost forty (40) years of managerial and senior VRS/TRS call center management and operational experience that is exceptionally well suited to support the Company's successful provision of Video Relay and IP Relay Services. An overview of PAH Relay's senior management team is attached hereto as Exhibit A. PAH Relay further employs qualified CAs having extensive interpreting skills and experience, typified by the individual whose *curriculum vitae* is included in Exhibit A. PAH Relay's management and CA teams maintain long-standing associations with the Deaf Community and are exceptionally well qualified to serve the Deaf community through the provision of Video Relay and IP Relay Services. While its application has been pending, PAH Relay has provided exceptional service to the Deaf Community for almost three years.

PAH Relay's senior management team founded the Company to address shortcomings experienced in the provision of VRS with other providers. Such shortcomings include an inflexible application of technology, diminished quality of interpreters, company-driven rather

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than caller-driven features and services, and a seeming disenfranchisement between service providers and their customers. PAH Relay was established in order ensure that consumers had the ability to choose a company that was committed to providing the highest quality of interpreters in addition to the highest quality technology. PAH Relay's founders drew on their extensive technical, managerial, and Deaf Community experience in organizing the Company to deliver reliable, flexible, and inclusive services to the Deaf Community; *e.g.* to give the Deaf Community a meaningful option of Video Relay and IP Relay Service providers.

Applicant has also assembled a team of highly qualified American Sign Language CA professionals, each with years of experience in serving the Deaf Community. The Company's mandate is to exceed the MMS at all times and provide an exceptional, personalized client calling experience. PAH Relay is now a mature company with seasoned management and CAs. The team's long-standing experience and strong desire to provide the Deaf Community with service that far surpasses the "functionally equivalent" standard, translates into an effective, compliant organization that is eager and prepared to continue providing excellent services to the Deaf community.

Applicant has significant experience in working with a variety of technology platforms utilized to support VRS and IP Relay call handling and documentation. In support of this application and its VRS services, PAH Relay has entered into a lease with [REDACTED], an experienced manufacturer of VRS technology ([REDACTED] is not seeking certification as a VRS provider), to utilize its technology platform. The [REDACTED] VRS platform has been developed specifically for VRS and has been tested to ensure the highest level of quality and flexibility of VRS possible. The VRS platform incorporates fully automated reporting capabilities to enable effective corporate management, restrict the opportunity for fraudulent

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activities and meet regulatory compliance obligations. The VRS platform is scalable to accommodate the Company's anticipated growth, and can be continually updated to incorporate additional features as deemed desirable or necessary in the future. Applicant's VRS platform is interoperable with other VRS and telecommunications relay service applications, including other VRS provider-specific equipment, and does not preclude callers from accessing other TRS/VRS providers.

PAH Relay now seeks to draw from the federal TRS Fund to provide its VRS and IP Relay to and for the Deaf Community pursuant to section 64.606 (a)(2) of Commission rules. As demonstrated below, PAH Relay meets or exceeds federal operational, technical, and functional Mandatory Minimum Standards for the provision VRS and IP Relay to the public, has met certain waived Mandatory Minimum Standards for VRS and IP Relay, and is eligible for purposes of qualifying for federal funding of the Company's direct VRS and IP Relay costs through the TRS program fund.

Approval of this Application and certification of PAH Relay furthers the objectives of section 225 and the stated goals of this Commission. Certification of PAH Relay supports competition with a fully compliant and self-contained company, giving consumers greater options and bringing innovation to VRS and IP relay.¹³ Certification of PAH Relay will guarantee the continuation of an innovative, consumer-driven, technologically-advanced provider for these markets. If PAH Relay is not certified, the Deaf Community will lose the opportunity to use a company that has a proven and demonstrated commitment to providing the highest quality of service and a strict adherence to not just the rules and regulations but also the actual intent of the Commission with regard to the VRS and IP Relay programs. Certification of

¹³ See, e.g., *Report and Order and Order on Reconsideration* at para.21; 47 U.S.C. 225.

PAH Relay will also stimulate greater broadband deployment,¹⁴ as broadband connectivity is an integral component of PAH Relay's service, and will bring the provision of VRS a significant step closer to "functional equivalency" to voice services. PAH Relay respectfully requests that the Commission certify PAH Relay's compliance with federal Mandatory Minimum Standards and eligibility for compensation from the federal Telecommunications Relay Service program Fund, accordingly.

II. NARRATIVE AND DOCUMENTATION DEMONSTRATING COMPLIANCE WITH THE INTERNET-BASED TRS PROVIDER AND TRS PROGRAM CERTIFICATION REQUIREMENTS (47 C.F.R. §64.606(a)(2); §64.606(a)(1) is inapplicable)

A. A description of the forms of Internet-based TRS to be provided (*i.e.*, VRS, IP Relay, and/or IP captioned telephone relay service) (47 C.F.R. §64.606(a)(2)(i))

PAH Relay seeks certification as a Fund eligible provider of Internet-based Video Relay Services and IP Relay Services to the Public. PAH Relay does not intend to provide Fund-compensable TTY telecommunications relay services or IP Captioned Telephone Services ("IP CTS"), at this time. PAH Relay operates twenty-four hours a day, seven days a week, three hundred sixty-five days per year, solely utilizing its own call centers and staff. PAH Relay's Internet-based VRS is available to any Deaf or Hard-of-Hearing caller with a high-speed Internet connection and a videophone device or a personal computer with webcam via a variety of videoconferencing software available from PAH Relay and other VRS providers, and to any other caller via the public switched network. Applicant's VRS and IP Relay services are supported by a technologically-advanced, software-based, proven VRS platform, utilizing IP over broadband facilities, which PAH Relay has deployed. Through this advanced VRS

¹⁴ Id., and footnote 81.

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platform, PAH Relay provides VRS with virtually immediate interpreter access and a multitude of features and reporting data, supported by an established and recognized communications platform solution manufacturer, [REDACTED].¹⁵ PAH Relay's VRS platform is also designed to support multiple call types. PAH Relay's comprehensive VRS platform, functions and features, offer state of the art delivery of VRS, that simplify communications for VRS consumers. (A further description of Applicant's platform as well as sample call detail and conversation minute reports are attached hereto as Confidential Exhibit B.)

B. A detailed description of how the applicant will meet all non-waived mandatory minimum standards applicable to each form of TRS offered, including documentary and other evidence, and in the case of VRS, such documentary and other evidence shall demonstrate that the applicant leases, licenses or has acquired its own facilities and operates such facilities associated with TRS call centers and employs communications assistants, on a full or part-time basis, to staff such call centers at the date of the application. Such evidence shall include, but not be limited to: (A) In the case of VRS applicants or providers, (47 C.F.R. §64.606(a)(2)(ii)(A))¹⁶

- 1. Operating five or fewer call centers within the United States, a copy of each deed or lease for each call center operated by the applicant within the United States (47 C.F.R. §64.606(a)(2)(ii)(A)(1));**

PAH Relay owns and operates three (3) call centers, all of which are located within the United States. A copy of each lease for each call center operated by PAH Relay is attached as Confidential Exhibit C.

- 2. Operating more than five call centers within the United States, a copy of each deed or lease for a representative sampling (taking into account size (by number of communications assistants) and location) of five call centers**

¹⁵[REDACTED]' VRS platform is a proven system providing reliable, exceptional quality VRS to the Deaf community through several providers of VRS previously deemed eligible for compensation from the federal TRS Fund.

¹⁶ Applicant's compliance with the Mandatory Minimum Standards pursuant to 47 C.F.R. §64.606(a)(2)(ii) is set forth in Section III, *infra*.

operated by the applicant within the United States, together with a list of all other call centers that they operate that includes the information required under §64.604(c)(5)(iii)(N)(2)¹⁷ (47 C.F.R. §64.606(a)(2)(ii)(A)(2));

Inapplicable. PAH Relay currently maintains only three (3) call centers.

- 3. Operating call centers outside of the United States, a copy of each deed or lease for each call center operated by the applicant outside of the United States (47 C.F.R. §64.606(a)(2)(ii)(A)(3));**

Inapplicable. All of PAH Relay's call centers are located in the U.S.

- 4. A description of the technology and equipment used to support their call center functions – including, but not limited to, automatic call distribution, routing, call setup, mapping, call features, billing for compensation from the TRS Fund, and registration -- and for each core call center function, a statement whether such technology and equipment is owned, leased or licensed (and from whom if leased or licensed) (47 C.F.R. §64.606(a)(2)(ii)(A)(4)); and**

In addition to the information provided in Confidential Exhibit B, a description of the technology and equipment used to support their call center functions – including, but not limited to, automatic call distribution, routing, call setup, mapping, call features, billing for compensation from the TRS Fund, and registration – is attached as Confidential Exhibit D. In full compliance with the latest requirements, PAH Relay is leasing the technology platform from a company, [REDACTED], that is not a certified provider (or attempting to be one). All management functions of this technology are handled by PAH Relay personnel.

- 5. Proofs of purchase, leases or license agreements for all technology and equipment used to support their call center functions, including a complete**

¹⁷ *“Call center reports.* Applicant acknowledges that VRS providers maintaining more than five call centers are required to file a written report with the Commission and the TRS Fund administrator, on April 1 and October 1 of each year for each call center that handles VRS calls that the provider owns or controls, including centers located outside of the United States, that includes: (a) the complete street address of the center; (b) the number of individual CAs and CA managers; and (c) the name and contact information (phone number and email address) of the manager(s) at the center. VRS providers shall also file written notification with the Commission and the TRS Fund administrator of any change in a center's location, including the opening, closing, or relocation of any center, at least 30 days prior to any such change.”

copy of any lease or license agreement for automatic call distribution. (47 C.F.R. §64.606(a)(2)(ii)(A)(5));

Proofs of purchase, leases or license agreements for all technology and equipment used to support Applicant's call center functions, including a complete copy of any lease or license agreement for automatic call distribution is attached as Confidential Exhibit E.

- C. For all applicants, a list of individuals or entities that hold at least a 10 percent equity interest in the applicant, have the power to vote 10 percent or more of the securities of the applicant, or exercise de jure or de facto control over the applicant, a description of the applicant's organizational structure, and the names of its executives, officers, members of its board of directors, general partners (in the case of a partnership), and managing members (in the case of a limited liability company) (47 C.F.R. §64.606(a)(2)(ii)(B));**

PAH Relay is a manager managed Georgia limited liability company and a wholly owned subsidiary of CP&J Investments, LLC, which is in turn owned and controlled by the following individuals who have voting interests of 10% or more:

<u>Name of Member</u> ¹⁸	<u>Class A (Voting) Interest</u>
Brian Collins, Manager & CEO	[REDACTED]
Bert Pickell, Manager & COO	[REDACTED]
David Jeffers, Manager & CFO	[REDACTED]

- D. For all applicants, a list of the number of applicant's full-time and part-time employees involved in TRS operations, including and divided by the following positions: executives and officers; video phone installers (in the case of VRS), communications assistants, and persons involved in marketing and sponsorship activities (47 C.F.R. §64.606(a)(2)(ii)(C));**

PAH Relay currently employs [REDACTED] full-time, and [REDACTED] part-time employees in the following categories:

¹⁸ Messrs. Collins, Pickell and Jeffers have each transferred their [REDACTED] Interest in PAH Relay to estate planning entities; however, each of them owns a controlling interest in his respective estate planning entity.

Executives and Officers – [REDACTED]

Communications Assistants – [REDACTED]

Employees involved in marketing and sponsorship activities - All employees may be engaged in these activities

- E. For all applicants, copies of employment agreements for all of the provider's employees directly involved in TRS operations, executives, and communications assistants, and a list of names of employees directly involved in TRS operations, need not be submitted with the application, but must be retained by the applicant for five years from the date of application, and submitted to the Commission upon request (47 C.F.R. §64.606(a)(2)(ii)(D)); and**

PAH Relay affirmatively acknowledges its obligation to maintain, and maintains, copies of employment agreements for all of employees directly involved in TRS operations, executives, and communications assistants, and a list of names of employees directly involved in TRS operations. PAH Relay also maintains copies of employment agreements not directly involved in TRS operations. Further, PAH Relay covenants to retain copies of all employment agreements for a minimum period of five years from the date of its Application, and is prepared to provide copies of employment agreements and a list of all employees to the Commission or designee upon request. A list of PAH Relay's full and part-time employees and copies of all employment agreements are attached hereto as Confidential Exhibit A1.

- F. For all applicants, a list of all sponsorship arrangements relating to Internet-based TRS, including any associated written agreements (47 C.F.R. §64.606(a)(2)(ii)(E)):**

PAH Relay does not have any current or pending future sponsorship arrangements relating to Internet-based TRS.

- G. A description of the provider's complaint procedures. (47 C.F.R. §64.606(a)(2)(iii) and 64.606(b)(2)(ii)):**

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PAH Relay has implemented a complaint procedure for the timely resolution of user complaints including complaint processing procedures for CA's and related training, documentation procedures consistent with FCC Complaint Log reporting requirements, and escalation procedures. PAH Relay also has a link on its web site, which takes users to a complaint information screen that will provide them with information on how to make a complaint, as well as enable the user to make a complaint, whether telephonically, via text messaging, or via email, to PAH Relay's customer service group.

Customer feedback, good and bad, is seen as essential by PAH Relay to ensure its place as a premier provider of VRS and IP Relay services. PAH Relay's website, public presentations and interactions with consumers all place a high priority on ensuring that our customers are able to inform us as to the quality of their experience. PAH Relay's interpreters are trained to support callers in being able to share complaints, concerns and feedback with PAH Relay directly through the interpreter or via the website, videophone, telephone, email or other means.

H. A statement that the provider will file annual compliance reports demonstrating continued compliance with these rules. (47 C.F.R. §64.606(a)(2)(iv)):

PAH Relay covenants that it will file annual compliance reports demonstrating continued compliance with Commission rules. An executed statement of compliance is attached as Exhibit F.

I. Assessment of Internet-Based Provider Certification Application (47 C.F.R. §64.606(a)(3))

PAH Relay affirmatively acknowledges that pursuant to Section 64.606(a)(3),¹⁹

¹⁹ 47 C.F.R. §64.606(a)(3).

In order to assess the merits of a certification application submitted by an Internet-based TRS provider, the Commission may conduct one or more on-site visits of the applicant's premises, to which the applicant must consent.

With the submission of this Application, PAH Relay is prepared to welcome the Commission or Commission-designated entity to PAH Relay's premises at any time and have all such documentation as the Commission may request to demonstrate the representations made herein, and its compliance with the Commission's MMS and additional requirements.

J. Substantive Changes (47 C.F.R. §64.606(f)(2))²⁰

PAH Relay affirmatively acknowledges its obligation as a certificated VRS provider, and covenants compliance, to "notify the Commission of substantive changes in [its] TRS programs, services, and features within 60 days of when such changes occur, and must certify that the interstate TRS provider continues to meet federal minimum standards after implementing the substantive change. Substantive changes shall include, but not be limited to: The use of new equipment or technologies to facilitate the manner in which relay services are provided; Providing services from a new facility not previously identified to the Commission or the Fund administrator; and Discontinuation of service from any facility."

PAH Relay readily acknowledges its responsibility to inform the Commission of substantive changes in the provision of its VRS and ongoing certification of compliance with federal minimum standards after implementing the substantive change. PAH Relay covenants

²⁰ Sections 64.606(b), Requirements for state certification, 64.606(c), State certification period, 64.606(d), Method of funding, and 64.606(e), Suspension or revocation of state certification, are either inapplicable or require no response or acknowledgement. Section 64.606(f)(1) governing state notifications is inapplicable

that it will comply with these responsibilities as set forth in the Commission's rules and any applicable underlying policies.

As a certified VRS provider, PAH Relay recognizes that the entirety of its operations are subject to appropriate Commission oversight. Because of the dynamic nature of any enterprise, PAH Relay readily acknowledges its obligation to keep the Commission timely informed of any changes to the Company's services and the effect that such changes may have on ongoing compliance with other MMS. PAH Relay covenants that it will immediately inform the Commission of any substantive change in service features and operations, of the impact of those changes, and certify ongoing compliance with the MMS, in what ever form or process as the Commission may establish or operations pursuant to section 64.606(f)(2). Further, PAH Relay will maintain frequent informal contact with the Commission, as a courtesy to inform the Commission of Company operations and plans.

K. Annual Reporting (47 C.F.R. §64.606(g))

PAH Relay affirmatively acknowledges its obligation as a certificated VRS provider to, and will, "file with the Commission, on an annual basis, a report demonstrating that they are in compliance with §64.604. Such reports must update the information required in paragraph [47 C.F.R. §64.606] (a)(2) and include updated documentation and a summary of the updates, or certify that there are no changes to the information and documentation submitted with the application for certification, application for renewal of certification, or the most recent annual report, as applicable." Applicant's certification of compliance is attached as Exhibit F.

L. Unauthorized Service Interruptions (47 C.F.R. §64.606(h))

PAH Relay affirmatively acknowledges its obligation as a certificated VRS provider to, and will, “provide Internet-based TRS without unauthorized voluntary service interruptions.” In the event that PAH Relay must interrupt service for a period of 30 minutes or more in duration, the Company will submit a written request to the Commission’s Consumer and Governmental Affairs Bureau (“CGB”) at least 60 days prior to any planned service interruption, with detailed information required pursuant to subsections 64.606(h)(2)(i), (ii), and (iii). Further, in the event of unforeseen service interruptions due to circumstances beyond an Internet-based TRS service provider’s control, or if a voluntary service interruption is less than 30 minutes in duration, PAH Relay will submit a written notification to CGB within two business days of the commencement of the service interruption, with an explanation of when and how PAH Relay has restored service or its plan to do so. In the event PAH Relay has not restored service at the time such report is filed, the Company will submit a second report within two business days of the restoration of service with an explanation of when and how it has restored service. PAH Relay will also provide notification of service outages covered by this paragraph to consumers on an accessible website, and that notification of service status must be updated in a timely manner. PAH Relay affirmatively acknowledges that if it fails to obtain prior Commission authorization for a voluntary service interruption or fails to provide written notification after a voluntary service interruption of less than 30 minutes in duration, or fails to provide written notification after the commencement of an unforeseen service interruption due to circumstances beyond its control in accordance, the Company may be subject to revocation of certification, suspension of payment from the TRS Fund, or other enforcement action by the Commission, as appropriate.

**III. COMPLIANCE WITH NON-WAIVED MANDATORY MINIMUM STANDARDS
(47 C.F.R. §64.606(a)(2)(ii))**

Section 64.604(a) of the FCC's rules, as amended, establish operational, technical, and functional MMS governing the provision of VRS. As set forth below, PAH Relay maintains that it meets or exceeds the entirety of the Commission's MMS for the provision of Fund compensable relay services and merits Commission certification to draw compensation from the federal TRS Fund as a Fund eligible provider.

A. Operational Standards

1. Communications Assistant ("CA") – Training (47 C.F.R. §64.604(a)(1)).

Standard (i): "TRS providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communications needs of individuals with hearing and speech disabilities."

PAH Relay Compliance: Qualified CAs are essential to the successful provision of Applicant's VRS, its ability to meet its consumers specialized and varied communications needs, and as the company's "face" to the public. To qualify for employment, CAs must first meet Applicant's minimum qualifications for employment, and then demonstrate complete understanding of Applicant's operating standards, before the CA can begin working.

IP Relay CA candidates are initially screened for typing speed and accuracy as well as spoken English skills. VRS CA candidates are screened for ASL skills and skill certification.²¹ All candidates are then judged for attitude and orientation toward helping the speech and hearing

²¹ Prospective CAs must maintain one or more of the following certifications Registry of Interpreters for the Deaf (RID), SCS, National Interpreter Certificate, CI or CT, or National Association of the Deaf.

impaired.²² As part of the initial qualifying process, a team performs candidate screening. Each candidate CA's stated qualifications are reviewed and tested, and the individual's orientation to the position is judged. For VRS, CA screening also includes in depth ASL performance as well as a comprehensive analysis of ASL to voice skills that is critical to conveying the deaf users message accurately. If the candidate passes initial testing and is recommended for employment, security/references are verified. Employees may be subjected to random drug screening. Candidates are then tested in mock calls to determine operating capabilities. Only then do candidates qualify for employment at a PAH Relay center.²³

Each newly hired CA undergoes an initial orientation with presentations from senior management regarding company mission, objectives, obligations, and compliance. New hires receive detailed orientation from experienced CAs, and are provided reference materials, including a listing of compliance requirements. New CAs receive training on each type of call that may be received, and are given an opportunity to engage in mock practice calls to gain confidence in equipment usage and procedures. The new hire is then monitored closely until

²² PAH Relay's minimum CA standards are consistent with those set forth by the Commission in its TRS re-certification application, *In the Matter of Telecommunications Relay Services for Individuals with Hearing and Speech Disabilities, and the Americans with Disabilities Act of 1990*, DA-02-1006, *TRS State Re-Certification Application, Request of the New York State Public Service Commission for Re-Certification of its Telephone Relay Service* (September 30, 2002), "Telecommunication Relay Service (TRS) CAs must, at a minimum, possess the following qualifications: (1) spelling skills at a 12th grade level and the ability to exercise proper telephone etiquette; (2) basic skills in English grammar at a minimum of a 12th grade level; (3) minimum typing speed of 60 words per minute; (4) the ability to understand ASL users as they borrow English, and to translate such communication into English; and, (5) the ability to convey the full content, context, and intent of relay communication they translate. CAs must strive to maintain functional equivalence for both TTY relay users and the non-TTY relay users when a communication is relayed."

²³ Contract CA's must also qualify to meet minimum employment standards, even if engaged under contract.

standards of performance are exceeded. Ongoing monitoring of performance is maintained with identified areas for improvement given a training plan.

On an ongoing basis, CAs participate in meetings and are provided with ongoing training. A mentor is assigned to the new CA to assist in the CA's development and to serve as an ongoing resource. Each CA is evaluated semi-annually by a supervisor, to ensure that the CA maintains proficiency and meets operational standards. Those CAs who are found to be substandard are required to engage in remedial training subject to more frequent evaluation, and ultimately dismissal if performance fails to meet minimum standards. PAH Relay conducts scheduled "refresher courses" and frequent workshops to address topics of particular importance to CAs, to include changes in operating standards and issues affecting PAH Relay's consumers. Guest speakers are invited to address issues of concern to the speech and hearing impaired community. CAs are encouraged to engage in continuing education.

CAs are required to sign a statement agreeing to be bound by the Registry of Interpreters for the Deaf Code of Professional Conduct through the course of their employment with PAH Relay.

Standard (ii): "CAs must have competent skills in typing, grammar, spelling, interpretation of type written PAH Relay, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications."

PAH Relay Compliance: CA competency is a prerequisite for employment, as noted supra. A CA's typing, grammar, and spelling skills, as well as the CA's ability to interpret ASL, and familiarity with hearing and speech disability cultures, languages and etiquette, and ability to communicate articulately, are judged as part of the initial screening process, and ongoing post-

hire evaluations. Only candidates who qualify based on the determination of the initial CA screening team, are considered for employment.

Standard (iii): "CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed."

PAH Relay Compliance: With respect to IP Relay, Applicant has a requirement for CA's to be able to meet or exceed the requirement of a minimum of 60 words per minute. This is a prerequisite for hiring in an area of periodic evaluation for maintenance of such skill levels. As Applicant offers VRS, primary skill set focus is placed upon the CA's ability to interpret from ASL. Applicant's IP Relay platform further utilizes pre-programmed macros and auto-correcting software to facilitate text interpretation. (VRS compliance is addressed in Standard (iv) below.)

Standard (iv): "TRS providers are responsible for requiring that VRS CAs are qualified interpreters. A "qualified interpreter" is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary."

PAH Relay Compliance: Employee candidates must have professional affiliation with the Registry of Interpreters for the Deaf (RID), and/or have certification through RID, SCS, National Interpreter Certificate, CI or CT, or National Association of the Deaf, State Certification and have demonstrated practical experience as an ASL interpreter. These minimum requirements, coupled with the extensive screening, ensures that employed CAs are effective in understanding and meeting the communications needs of Applicant's consumers. In addition, all interpreters are required to maintain progress in ongoing Continuing Education Units (CEUs) in order to stay current in their professional knowledge.

Standard (v): “CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.”²⁴

PAH Relay Compliance: Applicant has adopted this standard to the extent applicable and includes the requirement in training and in performance evaluations. PAH Relay has incorporated the standard in planning for interpreter staffing requirements, as a function of consumers served. As a general matter, CA’s are instructed to remain on each call until the call is terminated, even if the call extends beyond the CA’s shift, unless a change in CA’s is expressly authorized by the consumer.

Standard (vi): “TRS providers must make best efforts to accommodate a TRS user’s requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.”

PAH Relay Compliance: Callers may make special requests based on gender. CA’s will accommodate such requests to the best of their ability and have the ability to transfer calls to gender defined queues.

Standard (vii) TRS shall transmit conversations between TTY and voice callers in real time.

PAH Relay Compliance: PAH Relay does not handle TTY calls and Applicant’s service is intended specifically to provide VRS and IP Relay. However, all relay calls handled by PAH Relay are expected to be transmitted in real time and all CAs are trained to do so and are monitored for compliance.

2. Communications Assistant (“CA”) – Confidentiality and conversation content. (47 C.F.R. §64.604(a)(2)).

²⁴Speech-to-Speech. (“ STS”) calling requirements has been waived indefinitely. *2004 TRS Report and Order*, para 138 and 139.

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Standard (i): "Except as authorized by section 605 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content ... from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. The CA may retain the information only for as long as it takes to complete the subsequent calls."

PAH Relay Compliance: Applicant has adopted strict privacy standards, not only regarding communications content, but also with regard to consumer data. Communications contact standards pursuant to 47 U.S.C. 605 and generally, are incorporated into PAH Relay's policies, training program, the RID Code of Professional Conduct compliance, and compliance checklist provided to all CAs. CAs are bound to comply with Applicant's confidentiality policy. CAs found to have violated prohibition regarding the disclosure of call content and any relayed conversation regardless of content, will be subject to immediate disciplinary action, up to and including termination of employment, following a full investigation of claims of a breach of confidentiality.

CAs retain access to call data and the identity of the consumer (collectively "call set up data") only so long as the consumer is connected to the CA. Call set up data remains confidential and cannot be used for any other purposes, unless in the case of an emergency situation. Following disconnection of a call, the CA does not maintain any ability to review or retain call set up data. Call detail is stored in a separate server and available exclusively for management reporting purposes in aggregate, and is not accessible to any CA.

Only supervisory staff may monitor calls for quality assurance and training, and then, only with the express approval of the consumer. CAs receive calls in work centers, which are physically isolated and preclude inadvertent viewing of a call by other individuals. CAs work in fully secured and enclosed office spaces, further ensuring privacy of content. CAs utilize hands-free headsets which preclude others from hearing call content.

Standard (ii): “CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of a call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.”

PAH Relay Compliance: CAs are generally bound to this standard through compliance with national interpreter association codes of professional conduct, adopted by PAH Relay. Consistent with Applicant’s policies regarding call content security, prohibitions against altering or summarizing a relayed conversation without the expressed direction of the consumer are incorporated into PAH Relay’s training program and compliance checklist provided to all CAs. CAs found to have violated such prohibition may be subject to immediate termination of employment following investigation. No call information is retained by the CA once the inbound call is released from the CA position.

3. Types of Calls (47 C.F.R. §64.604(a)(3)).

Standard (i): “Consistent with the obligations of telecommunications carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.”

PAH Relay Compliance: This standard is incorporated into Applicant’s training program and compliance checklist provided to all CAs, and is verified through PAH Relay’s Quality Assurance Program. Operationally, the inherent nature of Applicant’s VRS precludes any CA who is on duty at an interpreting station to refuse any VRS call that has been directed to the CAs

station. Any confirmed intentional premature call termination is subject to disciplinary action, up to and including termination of employment.

Standard (ii): “Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call.”

PAH Relay Compliance: As PAH Relay does not bill subscribers or called parties for calls. Alternative billing calls such as person-to-person, reverse bill, or third-party billed typically placed as operator-assisted calls are inapplicable to PAH Relay’s offerings, and not supported, accordingly.

Standard (iii): “Relay service providers are permitted to decline to complete a call because credit authorization is denied.”

PAH Relay Compliance: No PAH Relay consumer will be denied access to place calls for financial reasons, as VRS is in any event, provided to consumers at no cost.

Standard (iv): “Relay services shall be capable of handling pay-per-call calls.”

PAH Relay Compliance: PAH Relay covenants to comply to the extent ultimately required by the FCC. PAH Relay’s CAs do have the capability of placing pay-per-call calls utilizing a consumer’s calling card or credit card if so directed by the consumer.

Standard (v): “TRS providers are required to provide the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.”²⁵

²⁵ Extended through July 1, 2012 conditioned upon the filing of a status report due April 16, 2012, detailing the progress made in complying with the requirement to provide the following services. *See, In the Matter of*

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PAH Relay Compliance: Applicant's VRS platform has the capability of supporting Voice Carry Over ("VCO"), allowing a user to speak directly to the person he or she is calling and receiving responses through the CA and vice-versa. Applicant has the capability to support VCO-VCO calls, VCO-HCO calls, VCO-TTY, and Two-Line VCO calls in its IP Relay operations. Applicant's VRS is also capable of supporting Hearing Carry Over ("HCO") that allows an individual to listen to the called party and respond in sign language to be voiced by the CA and vice-versa. HCO users are able to hear the call set-up, ringing, and the called party answering the telephone. PAH Relay supports HCO-HCO calls, HCO-VCO calls, HCO-TTY calls, and Two-Line HCO calls for its IP Relay users.

Standard (vi): "TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality."

PAH Relay Compliance: Applicant's VRS client has built-in consumer termination capabilities and a frequently called number listing accessible by clicking the appropriate function on the consumer's computer screen. PAH Relay VRS platform supports, and CAs are trained to perform, three-way calling.

Standard (vii): "Voice mail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CAs terminal. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages;" and

Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities E911 Requirements for IP-Enabled Service Providers, Docket Nos. CG Docket No. 03-123 and WC Docket No. 05-196, Order, DA 11-1159, (June 30, 2011) [2011 VRS Waiver Extension Order].

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PAH Relay Compliance: Applicant's CAs will alert the TRS user to the presence of recorded voice mail messages or interactive menus, and the system is designed so that the TRS user can easily leave the message or navigate the interactive menu via the CA. The [REDACTED] videophone software has the ability to leave videomail messages for sign language users as well.

Standard (viii): "TRS providers shall provide, as TRS features, answering machine and voice mail retrieval."

PAH Relay Compliance: As noted *supra*, voice mail will be made available to registered consumers.

4. Handling of emergency calls. (47 C.F.R. §64.604(a)(4)) and amended Section 64.605.

Standard: "(4) Emergency call handling requirements for TTY-based TRS providers. TTY-based TRS providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner."²⁶

"Our rules require TRS providers to automatically and immediately transfer emergency calls to an appropriate PSAP."²⁷ The *VRS Waiver Order* granted VRS providers a two-year waiver of this requirement, but also required VRS providers to clearly explain on their website and in any VRS promotional materials "the shortcomings and potential dangers of

²⁶ See *Telecommunications Relay Services And Speech-to-Speech Services For Individuals With Hearing And Speech Disabilities, E911 Requirements For IP-Enabled Service Providers*, CG Docket No. 03-123, WC Docket No. 05-196, *Report and Order*, 23 FCC Rcd 5255 (Mar. 19, 2008) ("*Interim Emergency Call Handling Order*"), [FCC 08-78], amended *Telecommunications Relay Services And Speech-to-Speech Services For Individuals With Hearing And Speech Disabilities, E911 Requirements For IP-Enabled Service Providers*, CG Docket No. 03-123, WC Docket No. 05-196, *Order*, FCC 08-210, (rel. September 19, 2008), Appendix B.

²⁷ See 47 C.F.R. § 64.604(a)(4); see also *Second Improved TRS Order & NPRM* at ¶¶ 37-42.

using VRS to place an emergency call using 911.”²⁸ ²⁹ “In the *Interim Emergency Call Handling Order*, the Commission terminated the temporary waivers of the emergency call handling rule, effective May 21, 2008, for VRS, IP Relay, and IP CTS in light of the “present imperative to provide Internet-based TRS users a reliable means of accessing emergency services.”³⁰ The Commission required Internet-based TRS providers to “accept and handle emergency calls” and to access, either directly or via a third party, a commercially available database that will allow the provider to determine an appropriate PSAP, designated statewide default answering point, or appropriate local emergency authority that corresponds to the caller’s location, and to relay the call to that entity. Further, the Commission promulgated the following Standards under Section 64.605, as amended by the Commission’s June 2008 *Report and Order and Further Notice of Proposed Rulemaking*.³¹ ³²

PAH Relay Compliance: Applicant does not provide TTY-based TRS, therefore, the provisions of amended Section 64.604(a)(4) governing TTY services are inapplicable.³³ Applicant provides Internet-based VRS and IP Relay; thus, Applicant’s compliance focuses on the amended provisions of Section 64.605(b) governing emergency call handling requirements for VRS providers, and related requirements for Internet-based TRS Registration in new Section 64.611³⁴ and Section 52.34³⁵ applicable to Internet-Based TRS providers adopted under the *Interim Emergency Call Handling Order and Report and Order and Further Notice of Proposed Rulemaking*, addressed further below. Applicant’s [REDACTED] platform has been designed to

²⁸ *VRS Waiver Order* at ¶ 14.

²⁹ 2004 *TRS Report and Order*, ¶ 116, footnotes from original.

³⁰ *Interim Emergency Call Handling Order*, para. 16.

³¹ *Id.*; 47 C.F.R. § 64.605 (setting forth additional operational standards applicable to Internet-based TRS).

³² See, e.g. *In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities E911 Requirements for IP-Enabled Service Providers*, CG Docket No. 03-123 and WC Docket No. 05-196, *Report and Order and Further Notice of Proposed Rulemaking*, FCC 08-151 (Rel. June 24, 2008) [“*Report and Order and Further Notice of Proposed Rulemaking*”].

³⁴ 47 C.F.R. §64.611.

³⁴ 47 C.F.R. §64.611.

³⁵ 47 C.F.R. §52.34.

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comply with amended section 64.605 for emergency call handling, and is currently compliant, as demonstrated in Confidential Exhibit D. The platform has the capability to determine the callers' physical locations through access to the Neustar Registered Location database, and route emergency 911 calls to the appropriate Public Safety Answering Point responsible for serving each caller, through arrangements with other carriers, including incumbent local exchange carriers. Applicant will receive ten digit North American Number Plan telephone number assignments for subscribers through its arrangement with [REDACTED] pursuant to new Section 64.611 promulgated under the Commission's June 24, 2008 *Report and Order and Further Notice of Proposed Rulemaking* governing assignment of uniform, conventional ten-digit telephone numbers by all Internet based telecommunications relay service providers, as discussed further *infra*.

Further, PAH Relay covenants to prominently inform consumers of the process for placing emergency VRS 911 calls in promotional materials, PAH Relay's website, and when users access PAH Relay's VRS platform via the Internet. Text of this notice is attached hereto at Exhibit G. This advisory includes the process by which VRS or IP Relay consumers may obtain 10-digit telephone numbers, the portability of 10-digit telephone numbers, the process through which a VRS or IP Relay consumer may submit or update their Registered Location information with the provider, and an explanation that emphasizes the importance of keeping the Registered Location information accurate and up-to-date in case the individual places an emergency call via an Internet-based relay service. PAH Relay will maintain their record of affirmative acknowledgment by every Registered Internet-based TRS consumer having received and understood the advisory.

With respect to the specific requirements set forth in amended Section 64.605, Applicant provides the following statement of compliance.

§64.605 Emergency Calling Requirements

(a) Pursuant to 47 C.F.R. §64.605(a)(1), “(a) Additional Emergency Calling Requirements Applicable to Internet-based TRS Providers. (1) As of December 31, 2008, the requirements of paragraphs (a)(2)(i) and (a)(2)(iv) of this section shall not apply to providers of VRS and IP Relay to which §64.605(b) applies.

(2) Each provider of Internet-based TRS shall:

(ii) Implement a system that ensures that the provider answers an incoming emergency call before other non-emergency calls (i.e., prioritize emergency calls and move them to the top of the queue);

PAH Relay Compliance: PAH Relay’s system is able to identify a call that is placed to 911 and move it to the front of the queue, assuring that the call will be routed to the first available CA. PAH Relay has complied with this requirement from the date of its first call.

(iii) Request, at the beginning of each emergency call, the caller's name and location information, unless the Internet-based TRS provider already has, or has access to, a Registered Location for the caller;

PAH Relay Compliance: Each CA is trained and frequently tested in the procedures for placing a 911 call. This includes verifying the caller’s name and location information or asking for this information at the beginning of each emergency call.

(v) In the event one or both legs of an emergency call are disconnected (i.e. , either the call between the TRS user and the CA, or the outbound voice telephone call between the CA and the PSAP, designated statewide default answering point, or appropriate local emergency authority), immediately re-establish contact with the TRS user and/or the appropriate PSAP, designated statewide default answering point, or appropriate local emergency authority and resume handling the call;

PAH Relay Compliance: All PAH Relay CAs are trained and frequently tested in the procedures for connecting a 911 call. These procedures include the need to immediately re-establish contact with the TRS user and/or the appropriate PSAP, designated state-wide default answering point, or appropriate local emergency authority and resume handling the call.

(vi) Ensure that information obtained as a result of this section is limited to that needed to facilitate 911 services, is made available only to emergency call handlers and emergency response or law enforcement personnel, and is used for the sole purpose of ascertaining a customer's location in an emergency situation or for other emergency or law enforcement purposes.

PAH Relay Compliance: All information obtained by PAH Relay as a result of this section is maintained in a secure database. This information is not shared or used for any other purpose than to facilitate 911 services and solely for ascertaining a consumer's location in an emergency situation.

(b) *E911 Service for VRS and IP Relay*

(1) *Scope.* The following requirements are only applicable to providers of VRS or IP Relay. Further, the following requirements apply only to 911 calls placed by users whose Registered Location is in a geographic area served by a Wireline E911 Network.

(2) *E911 Service.* As of December 31, 2008:

(i) VRS or IP Relay providers must, as a condition of providing service to a user, provide that user with E911 service as described in this section;

(ii) VRS or IP Relay providers must transmit all 911 calls, as well as ANI, the caller's Registered Location, the name of the VRS or IP Relay provider, and the CAs identification number for each call, to the PSAP, designated statewide default answering point, or appropriate local emergency authority that serves the caller's Registered Location and that has been designated for telecommunications carriers pursuant to §64.3001 of this chapter, provided that "all 911 calls" is defined as "any communication initiated by a VRS or IP Relay user dialing 911";

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PAH Relay Compliance: PAH Relay will access Neustar, Inc.'s Registered Location numbering assignment administrator's database and populate consumer data with assigned ten digit numbers that reflect the user's physical location for use in proper routing of emergency calls to the local public safety access point emergency authority that corresponds to the consumer's location, and to relay the call to that entity. PAH Relay is currently precluded from registering with Neustar, Inc. for access to the Registered Location Database until certified by the Commission as eligible for compensation from the federal TRS Fund. PAH Relay is fully aware of the process necessary for implementing compliance with this requirement. PAH Relay's compliance therefore is predicated on Commission certification. PAH Relay covenants compliance immediately upon certification.³⁶

As PAH Relay has maintained the consumer's registered location from the onset of its operations, the Registered Location will be a matter of record for all registered users. Nevertheless, in an abundance of caution, CAs will be directed to confirm the registered location on each 911 emergency call before directing the call to the appropriate PSAP through the [REDACTED] VRS platform.

PAH Relay's VRS Platform will automatically transmit both the consumer's name and Registered Location. The Platform will also identify Applicant as the VRS provider and the CA's identification and call back numbers with the data transmitted to the PSAP.

(iii) All 911 calls must be routed through the use of ANI and, if necessary, pseudo-ANI, via the dedicated Wireline E911 Network; and

³⁶ Applicant has attempted to register with Neustar, Inc. for access to the Registered Location Database.

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PAH Relay Compliance: The [REDACTED] VRS Platform will transmit automatic number identification (“ANI”) based on the assigned ten-digit number established in the Registered Location database for Applicant’s subscribers. ANI data will be transmitted to the serving PSAP through [REDACTED]’ dedicated 911 routing facilities and arrangements with interconnecting carriers.

(iv) The Registered Location, the name of the VRS or IP Relay provider, and the CAs identification number must be available to the appropriate PSAP, designated statewide default answering point, or appropriate local emergency authority from or through the appropriate automatic location information (ALI) database.

PAH RELAY Compliance: Applicant’s VRS Platform is configured to automatically identify Applicant and the CA’s identification number to the PSAP, in conjunction with ANI information obtained through Neustar’s Registered Location database.

(3) *Service Level Obligation.* Notwithstanding the provisions in paragraph (b)(2) of this section, if a PSAP, designated statewide default answering point, or appropriate local emergency authority is not capable of receiving and processing either ANI or location information, a VRS or IP Relay provider need not provide such ANI or location information; however, nothing in this paragraph affects the obligation under paragraph (c) of this section of a VRS or IP Relay provider to transmit via the Wireline E911 Network all 911 calls to the PSAP, designated statewide default answering point, or appropriate local emergency authority that serves the caller’s Registered Location and that has been designated for telecommunications carriers pursuant to §64.3001 of this chapter.

PAH Relay Compliance: Applicant so acknowledges.

(4) *Registered Location Requirement.* As of December 31, 2008, VRS and IP Relay providers must:

- (i) Obtain from each Registered Internet-based TRS User, prior to the initiation of service, the physical location at which the service will first be utilized; and**
- (ii) If the VRS or IP Relay is capable of being used from more than one location, provide their Registered Internet-based TRS Users one or more methods of updating their Registered Location, including at least one option that requires use**

only of the CPE necessary to access the VRS or IP Relay. Any method utilized must allow a Registered Internet-based TRS User to update the Registered Location at will and in a timely manner.

PAH Relay Compliance: In order for consumers to select Applicant as a preferred provider and download the software client for placing VRS calls via Applicant's VRS, consumers are required to register with PAH Relay. Through this registration process, consumers are asked to provide necessary contact information, including physical location, needed to populate the Registered Location database. Consumers are able to register and update information over a secure Internet web site, via email, or by contacting Applicant's customer service in writing or telephonically, with proper verification of identity. Further Applicant's operating procedures dictate that CA's verify Registered Location information on all emergency calls. Applicant provides background information on the use of customer proprietary network information to be collected and in its use specifically for complying with 911 access requirements.

5. STS Called Numbers (47 C.F.R. §64.604(a)(5)).

Standard: "Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider."³⁷

PAH Relay Compliance: Applicant's IP Relay platform has the ability to process STS calls but does not currently have the capability of maintaining a list of names and telephone numbers which STS users might call. PAH Relay's VRS platform does enable consumers to maintain a list of frequently contacted individuals and telephone numbers which enable the

³⁷ The requirement has been waived indefinitely for VRS. *See 2004 TRS Report & Order*, 19 FCC Rcd at 12594 (Appendix E: Summary of IP Relay and VRS waivers).

consumer to initiate a call to the individual by clicking the option on the consumer's screen. The consumer's personal list is maintained on the VRS Platform obviates the need for maintaining a list at the relay center, and creates an additional level of security for the consumer.

6. Visual privacy screens/idle calls (47 C.F.R. §64.604(a)(6)).

Standard: A VRS CA may not enable a visual privacy screen or similar feature during a VRS call. A VRS CA must disconnect a VRS call if the caller or the called party to a VRS call enables a privacy screen or similar feature for more than five minutes or is otherwise unresponsive or unengaged for more than five minutes, unless the call is a 9-1-1 emergency call or the caller or called party is legitimately placed on hold and is present and waiting for active communications to commence. Prior to disconnecting the call, the CA must announce to both parties the intent to terminate the call and may reverse the decision to disconnect if one of the parties indicates continued engagement with the call.

PAH Relay Compliance: PAY Relay VRS stations are not equipped to utilize visual privacy screens or any similar feature. VRS CAs have been trained and notified of this requirement are instructed to disconnect any VRS call in which the caller or called party enables a privacy screen (or similar feature) for more than five minutes or is unresponsive or unengaged for more than five minutes (with the exception of a 911 call or the call is legitimately placed on hold by either the caller or called party). CA is instructed to announce the intent to terminate the call to both parties prior to doing so and can reverse this decision to terminate the call if one of the parties indicates that the call should continue. Monitoring and testing of this is a standard part of PAH Relay compliance maintenance.

7. International Calls (47 C.F.R. §64.604(a)(7)).

Standard: VRS calls that originate from an international IP address will not be compensated, with the exception of calls made by a U.S. resident who has pre-registered with his or her default provider prior to leaving the country, during specified periods of time while on travel and from specified regions of travel, for which there is an accurate means of verifying the identity and location of such callers. For purposes of this section, an international IP address is defined as one that indicates that the individual initiating the call is located outside the United States.

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PAH Relay Compliance: All calls are checked through geo-locating measures to identify if they originate from an international IP address. If they are found to be from an international IP address, the consumer information is then verified against a list of U.S. residents that have pre-registered with the default provider prior to leaving the country. If this is not able to be determined affirmatively, the call will be terminated and the consumer advised of the reason for this.

B. Technical Standards

1. ASCII and Baudot. (47 C.F.R. §64.604(b)(1)).

Standard: “TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.”

PAH Relay Compliance: Applicant’s VRS supports text messaging, and may be accessible through other forms of conventional text/data transmissions including ASCII and Baudot format, generated through most TRS equipment.

2. Speed of Answer. (47 C.F.R. §64.604(b)(2)).

Standard (i): “TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.”

PAH Relay Compliance: PAH Relay utilizes an algorithm that enables accurate calculation of the number of CAs needed to support registered consumers in order to maintain a P.01 voice grade of service equivalency and Commission answer time standards, based on anticipated call volumes by time of day. This algorithm has been tested and has been demonstrated effective in ensuring proper staffing. PAH Relay further engages in active usage

monitoring to determine staffing adjustments by time of day, in accordance with actual calling volumes by time, which will be used to refine the algorithm. The relay center supervisor monitors available interpreters both directly and through real time VRS platform call management reports. If call volumes appear particularly high, the supervisor is able to contact "on-call" CAs. This flexibility ensures that PAH Relay maintains sufficient staffing to exceed service quality standards, even under exceptional instances of heavy call volumes.

Standard (ii): "TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network."

- (A) The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility.**
- (B) Abandoned calls shall be included in the speed-of-answer calculation.**
- (C) A TRS provider's compliance with this rule shall be measured on a daily basis.**
- (D) The system shall be designed to a P.01 standard.**
- (E) A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request."**

PAH Relay Compliance: The ability to actively monitor call volumes and assign CAs to support Applicant's VRS service in real time (noted *supra*) ensures that the minimum service quality standards are met and exceeded on a daily and ongoing basis as projected call volumes are expected to increase. PAH Relay covenants to submit to the FCC an annual MMS

compliance report, which summarizes the provider's speed of answer data for the prior twelve-month period, set forth in the *2004 TRS Report and Order*, as amended.

Standard (iii): "Speed of answer requirements for VRS providers are phased-in as follows: ...by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation."

PAH Relay Compliance: Applicant's VRS platform is designed to enable immediate call answering. Applicant has instituted a daily, weekly, and monthly call data review to verify ongoing compliance, and will continue to make such data available to the Commission and Fund Administrator upon request. Going back to the date of our first call (October 31, 2008), PAH Relay has answered more than 91% of its calls within the required speed of answer. Additionally, data for 2011 demonstrates that better than 95% of calls are handled within this time frame (counting abandoned calls as "failed to answer within 120 seconds").

3. Equal access to interexchange carriers. (47 C.F.R. §64.604(b)(3)).³⁸

Standard: "TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users."

PAH Relay Compliance: Applicant's VRS is a supplement to, but does not replace existing consumer interexchange services if the consumer is presubscribed to a telecommunications provider. Consumers retain access to their presubscribed interexchange (and local) carriers. To the extent that a consumer relies exclusively on Applicant as the consumer's communications service provider, as envisioned under the Commission's *Report and Order* governing assignment of uniform ten digit telephone numbers, consumers are not, as a

³⁸ Waived through July 1, 2012. See *2011 MMS Waiver Extension Order*.

practical matter, required access to a wireline interexchange carrier. As Applicant's VRS and IP Relay is accessed through the Internet, interexchange calls placed through Applicant are billed to PAH Relay, rather than to the consumer, obviating the need for a consumer to require access to a particular carrier. Applicant intends to provide domestic interstate and international long distance services, as required by the Commission, at no cost to callers. Nevertheless, PAH Relay has the technical capability to route interexchange calls to the consumer's interexchange carrier of choice and place calling card calls to carriers using the consumer's calling card, should the consumer so request.

4. TRS facilities. (47 C.F.R. §64.604(b)(4)).

Standard (i): "TRS shall operate every day, 24 hours a day. Relay services that are not mandated by this Commission need not to be provided every day, 24 hours a day."³⁹

PAH Relay Compliance: Applicant's relay operations currently operate 24 hours per day, 7 days per week, 365 days per year and handle 100% of applicant's call volume.

Standard (ii): "TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use."

PAH Relay Compliance: PAH Relay system utilizes an uninterruptible power supply ("UPS"), to supply emergency backup power to maintain its servers and infrastructure of the system for up to 24 hours after a power failure. During a power outage, the UPS provides seamless power transition. Emergency generators are used in the event of a catastrophic

³⁹ Amended by the FCC's *Report and Order* in CG Docket No. 03-123 and CC Docket No. 98-67, as discussed below. The 2004 TRS *Report and Order* notes that pursuant to 47 C.F.R. §64.604(b)(4), "Relay services that are not mandated by this Commission are not required to be provided every day, 24 hours a day." The FCC goes on to state that "VRS is not a mandatory TRS service" and therefore not subject to perpetual staffing requirements.

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emergency at the Company's primary call center location. Emergency power is maintained to all CA equipment, servers, and facilities that support the relay center. Call and other support data are backed up no less than daily and copies are backed up off site, to ensure that data cannot be lost. In exceptional cases of extreme service affecting outages, PAH Relay also has the capability to route VRS calls to other call centers that are prepared to support users. PAH Relay's relay center is housed in a commercial building designed to hold data centers.

Standard (iii): "A VRS CA may not relay calls from a location primarily used as his or her home."

PAH Relay Compliance: Applicant so acknowledges. All PAH Relay calls are relayed from commercial locations leased by PAH Relay.

Standard (iv): "A VRS provider leasing or licensing an automatic call distribution (ACD) platform must have a written lease or license agreement. Such lease or license agreement may not include any revenue sharing agreement or compensation based upon minutes of use. In addition, if any such lease is between two eligible VRS providers, the lessee or licensee must locate the ACD platform on its own premises and must utilize its own employees to manage the ACD platform."

PAH Relay Compliance: Applicant so acknowledges. The agreement for Applicant's automated call distribution platform can be found in Confidential Exhibit E.

5. Technology. (47 C.F.R. §64.604(b)(5)).

Standard: "No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 et seq."

PAH Relay Compliance: Applicant's VRS platform is designed and built by [REDACTED], and represents one of the most technologically advanced VRS solutions available

today. PAH Relay's system draws on the power of computer processing, Voice over Internet Protocol transmission, wireless technology, the Internet, and relay center call distribution and management technology, to provide reliable VRS communications for the speech and hearing impaired. Applicant's VRS is provided utilizing Internet Protocol.

6. Caller ID. (47 C.F.R. §64.604(b)(6)).

Standard: "When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party."

PAH Relay Compliance: PAH Relay's platform *does* pass through the calling party's assigned ten digit telephone number whenever possible. In cases where passing through the calling party's 10-digit number is not possible, applicant's VRS platform passes through the number of the center from which the CA is placing the call.

C. Functional Standards

1. Consumer Complaint Logs. (47 C.F.R. §64.604(c)(1)).

Standard (i): "States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution."

PAH Relay Compliance: Applicant covenants to maintain and annually submit a complaint log consistent with the format established by the Commission. Consumers have the ability to initiate complaints to the CA, a CA supervisor, via electronic mail, and via the Company's web site. The complaint is logged into PAH Relay's complaint tracking system. The Compliance Officer (or another company executive if complaint has to do with the

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compliance officer) will assign a complaint tracking number, will investigate the issue, and will respond to the complainant in no more than 48 hours. The response is recorded in PAH RELAY's complaint log. The Compliance Officer will monitor complaint status and will ensure that action is taken within the specified period.

Standard (ii): "Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001."

PAH Relay Compliance: PAH RELAY covenants to comply. PAH Relay will submit complaint logs to the FCC and Commission annually and upon request.

2. Contact Persons. (47 C.F.R. §64.604(c)(2)).

"Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following:"

Standard(i): "The name and address of the office that receives complaints, grievances, inquiries, and suggestions."

PAH Relay Compliance: The senior individual responsible to receive complaints, grievances, inquiries, and suggestions for PAH Relay is:

Mr. Bert Pickell
PAH! VRS Support Services, LLC
d/b/a PAH Relay
5915 South Emerson Ave. Suite 100
Indianapolis, IN 46237
Telephone: 317.966.2718
Email: bert@pahrelay.com

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All CAs are immediately responsible for receipt of complaints they receive and conveying them to the Compliance Officer immediately. Applicant covenants to inform the Commission of the name and address of the senior individual responsible for complaints, grievances, inquiries, and suggestions within one business day of the date of a change in designated individual.

Standard(ii): “Voice and TTY telephone numbers, fax number, e-mail address, and web address;”

PAH Relay Compliance: Voice and TTY telephone numbers, fax number, e-mail address, and web address are:

Voice telephone:	800-665-4724
Fax number:	317-534-2070
E-Mail Address:	cs@pahrelay.com
Web Address: http:	www.pahrelay.com
PAH Relay Access:	pahrelay.tv

Standard (iii): “The physical address to which correspondence should be sent.”

PAH Relay Compliance: Correspondence should be sent to:

PAH! VRS Support Services, LLC
d/b/a PAH Relay
5915 S. Emerson Ave. Suite 100
Indianapolis, IN 46237

3. Public Access to Information. (47 C.F.R. §64.604(c)(3)).

Standard: “Public access to information. Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.”

PAH Relay Compliance: Applicant will continue to engage in an outreach program entailing active marketing and educational services targeted to the Deaf Community:

Advertising. Applicant's experience has shown that a varied approach to outreach and marketing, including a variety of media formats, presentations in the community, referrals and personal contact are the most effective means of education and advertising for the Deaf Community. Applicant encourages its employees to remain active in the Deaf Community, to participate in events, maintain contact with community service organizations, and serve as ambassadors for the Company to the Deaf Community.

4. Rates. (47 C.F.R. §64.604(c)(4)).

Standard: "TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination."

PAH Relay Compliance: Inapplicable. Applicant's consumers will not be charged for VRS and IP Relay service.

5. Jurisdictional Separation of Costs. (47 C.F.R. §64.604(c)(5)(iii)(C)).⁴⁰

Standard (1): "*Data Collection and Audits from TRS Providers.* TRS providers seeking compensation from the TRS Fund shall provide the administrator with true and adequate data, and other historical, projected and state rate related information reasonably requested to determine the TRS Fund revenue requirements and payments. TRS providers shall provide the administrator with the following: total TRS minutes of use, total interstate TRS minutes of use, total TRS investment in general in accordance with part 32 of this chapter, and other historical or projected information reasonably requested by the administrator for purposes of computing payments and revenue requirements.

⁴⁰ Standards (i), (ii), (iii)(A) and (iii)(B) require no response, and are acknowledged by Applicant.

Standard (2): *“Call data required from all TRS providers. In addition to the data requested by section 64.604(c)(5)(iii)(C)(1), TRS providers seeking compensation from the TRS Fund shall submit the following specific data associated with each TRS call for which compensation is sought: (1) the call record ID sequence; (2) CA ID number; (3) session start and end times noted at a minimum to the nearest second; (4) conversation start and end times noted at a minimum to the nearest second; (5) incoming telephone number and IP address (if call originates with an IP-based device) at the time of the call; (6) outbound telephone number (if call terminates to a telephone) and IP address (if call terminates to an IP-based device) at the time of call; (7) total conversation minutes; (8) total session minutes; (9) the call center (by assigned center ID number) that handled the call; and (10) the URL address through which the call is handled.*

PAH Relay Compliance: PAH Relay affirmatively acknowledges its obligation to provide the Fund administrator with true and adequate data, and other historical, projected and state rate related information reasonably requested to determine the TRS Fund revenue requirements and payments in accordance with the requirements set forth in 47 C.F.R. §64.604(c)(5)(iii)(C)(1) and (2) and any such additional procedures adopted by the administrator.

Standard (3): *Additional call data required from Internet-based Relay Providers. In addition to the data required by section 64.604(c)(5)(iii)(C)(2), Internet-based Relay Providers seeking compensation from the Fund shall submit speed of answer compliance data.*

PAH Relay Compliance: PAH Relay affirmatively acknowledges its obligation to provide speed of answer compliance data to the Fund administrator and Commission.

Standard (4): *“Providers submitting call record and speed of answer data in compliance with sections 64.604(c)(5)(iii)(C)(2) and (3) shall (i) employ an automated record keeping system to capture such data required pursuant to section 64.604(c)(5)(iii)(C)(2) for each TRS call for which minutes are submitted to the fund administrator for compensation; and (ii) submit such data electronically, in a standardized format. For purposes of this subparagraph, an automated record keeping system is a system that captures data in a computerized and electronic format that does not allow human intervention during the call session for either conversation or session time.”*

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PAH Relay Compliance: PAH Relay has been in compliance with such obligations since its inception in October, 2008 and will continue to do so.

Standard (5): *Certification.* The chief executive officer (CEO), chief financial officer (CFO), or other senior executive of a TRS provider with first-hand knowledge of the accuracy and completeness of the information provided, when submitting a request for compensation from the TRS Fund must, with each such request..." certify the truth and accuracy of the data and that such requests for compensation to not result from "impermissible financial incentives or payments to generate calls" pursuant to Section 225 of the Communications Act and the Commission's rules and orders .

PAH Relay Compliance: PAH Relay affirmatively acknowledges its obligation to, and will, certify through its Chief Executive Officer that each and every request for compensation are truthful, accurate, and do not result from any impermissible financial incentives or payments to generate calls. Such certification shall contain the specific certification language set forth in Section 64.604(c)(5)(iii)(C)(5).

Standard (6): *Audits.* The fund administrator and the Commission, including the Office of Inspector General, shall have the authority to examine and verify TRS provider data as necessary to assure the accuracy and integrity of TRS Fund payments. TRS providers must submit to audits annually or at times determined appropriate by the Commission, the fund administrator, or by an entity approved by the Commission for such purpose. A TRS provider that fails to submit to a requested audit, or fails to provide documentation necessary for verification upon reasonable request, will be subject to an automatic suspension of payment until it submits to the requested audit or provides sufficient documentation.

PAH Relay Compliance: PAH Relay affirmatively acknowledges its obligation to, and will, submit to annual or at times determined by the auditing entity, to audits from the fund administrator and the Commission, including the Office of Inspector General. PAH Relay will provide all such data and documentation as requested by the auditing entity to for examination

and verification of the data submitted as necessary to assure the accuracy and integrity of TRS Fund payments.

Standard (7): *Call data record retention.* Internet-based TRS providers shall retain the data required to be submitted by this section, and all other call detail records, other records that support their claims for payment from the TRS Fund, and records used to substantiate the costs and expense data submitted in the annual relay service data request form, in an electronic format that is easily retrievable, for a minimum of five years.

PAH Relay Compliance: PAH Relay affirmatively acknowledges its obligation to, has, and will, retain the data required to be submitted by this section, and all other call detail records, other records that support its claims for payment from the TRS Fund, and records used to substantiate the costs and expense data submitted in the annual relay service data request form, in an electronic format that is easily retrievable, for a minimum of five years.

D. Information filed with the administrator. (47 C.F.R. 64.604(c)(5)(iii)(I))⁴¹

PAH Relay Compliance: PAH Relay affirmatively acknowledges the obligation of its Chief Executive Officer ("CEO"), Chief Financial Officer ("CFO"), or other senior executive to each instance, certify, under penalty of perjury, that the minutes for which Fund compensation is requested are in compliance with section 225⁴² and the Commission's rules and orders, and are

⁴¹ Sections 64.604(c)(5)(iii)(D)(Reserved), 64.604(c)(5)(iii)(E), Payments to TRS providers, 64.604(c)(5)(iii)(F), TRS providers eligible for receiving payments from the TRS Fund, 64.604(c)(5)(iii)(G) intention to notify the Fund Administrator of participation in the Fund, 64.604(c)(5)(iii)(H) Administrator reporting, monitoring, and filing requirements, 64.604(c)(5)(iii)(J) The administrator's performance and this plan shall be reviewed by the Commission after two years, and 64.604(c)(5)(iii)(K) All parties providing services or contributions or receiving payments under this section are subject to the enforcement provisions specified in the Communications Act, the Americans with Disabilities Act, and the Commission's rules, require no response, and are acknowledged by Applicant.

⁴² 47 U.S.C. §225

not the result of impermissible financial incentives or payments to generate calls. The CEO, CFO, or other senior executive will certify under penalty of perjury to the TRS Fund administrator that such information is true and correct.

E. Procedures for the suspension/withholding of payment. (47 C.F.R. 64.604(c)(5)(iii)(L))

Standard (1): The Fund administrator will continue the current practice of reviewing monthly requests for compensation of TRS minutes of use within two months after they are filed with the Fund administrator.

Standard (2): If the Fund administrator in consultation with the Commission, or the Commission on its own accord, determines that payments for certain minutes should be withheld, a TRS provider will be notified within two months from the date for the request for compensation was filed, as to why its claim for compensation has been withheld in whole or in part. TRS providers then will be given two additional months from the date of notification to provide additional justification for payment of such minutes of use. Such justification should be sufficiently detailed to provide the Fund administrator and the Commission the information needed to evaluate whether the minutes of use in dispute are compensable. If a TRS provider does not respond, or does not respond with sufficiently detailed information within two months after notification that payment for minutes of use is being withheld, payment for the minutes of use in dispute will be denied permanently.

Standard (3): If, the VRS provider submits additional justification for payment of the minutes of use in dispute within two months after being notified that its initial justification was insufficient, the Fund administrator or the Commission will review such additional justification documentation, and may ask further questions or conduct further investigation to evaluate whether to pay the TRS provider for the minutes of use in dispute, within eight months after submission of such additional justification.

Standard (4): If the provider meets its burden to establish that the minutes in question are compensable under the Commission's rules, the Fund administrator will compensate the provider for such minutes of use. Any payment by the Commission will not preclude any future action by either the Commission or the U.S. Department of Justice to recover past payments (regardless of whether the payment was the subject of withholding) if it is determined at any time that such payment was for minutes billed to the Commission in violation of the Commission's rules or any other civil or criminal law.

Standard (5): If the Commission determines that the provider has not met its burden to demonstrate that the minutes of use in dispute are compensable under the Commission's

rules, payment will be permanently denied. The Fund administrator or the Commission will notify the provider of this decision within one year of the initial request for payment.

PAH Relay Compliance: PAH Relay affirmatively acknowledges, and covenants compliance with, the promulgated procedures for suspension/withholding of payment under amended Commission rules.

F. Whistleblower protections. (47 C.F.R. 64.604(c)(5)(iii)(M))

Standard: Providers shall not take any reprisal in the form of a personnel action against any current or former employee or contractor who discloses to a designated manager of the provider, the Commission, the TRS Fund administrator or to any federal or state law enforcement entity, any information that the reporting person reasonably believes evidences known or suspected violations of the Communications Act or TRS regulations, or any other activity that the reporting person reasonably believes constitutes waste, fraud, or abuse, or that otherwise could result in the improper billing of minutes of use to the TRS Fund and discloses that information to a designated manager of the provider, the Commission, the TRS Fund administrator or to any federal or state law enforcement entity. Providers shall provide an accurate and complete description of these TRS whistleblower protections, including the right to notify the FCC's Office of Inspector General or its Enforcement Bureau, to all employees and contractors, in writing. Providers that already disseminate their internal business policies to its employees in writing (*e.g.* in employee handbooks, policies and procedures manuals, or bulletin board postings – either online or in hard copy) must include an accurate and complete description of these TRS whistleblower protections in those written materials.

PAH Relay Compliance: PAH Relay affirmatively acknowledges, and covenants compliance with, the promulgated procedures for whistleblower protections under amended Commission rules. A copy of PAH Relay's Whistleblower Policy is attached hereto as Confidential Exhibit H.

G. Additional Obligations for VRS Providers. (47 C.F.R. 64.604(c)(5)(iii)(N))

(1) *Eligibility for reimbursement from the TRS Fund.*

Standard (i): Only an eligible VRS provider, as defined in subsection (c)(5)(iii)(F), may hold itself out to the general public as providing VRS.

PAH Relay Compliance: Applicant so acknowledges.

Standard (ii): VRS service must be offered under the name by which the eligible VRS provider offering such service became certified and in a manner that clearly identifies that provider of the service. Where a TRS provider also utilizes sub-brands to identify its VRS, each sub-brand must clearly identify the eligible VRS provider. Providers must route all VRS calls through a single URL address used for each name or sub-brand used.

PAH Relay Compliance: Applicant so acknowledges.

Standard (iii): An eligible VRS provider may not contract with or otherwise authorize any third party to provide interpretation services or call center functions (including call distribution, call routing, call setup, mapping, call features, billing, and registration) on its behalf, unless that authorized third party also is an eligible provider.

PAH Relay Compliance: Applicant so acknowledges.

Standard (iv): To the extent that an eligible VRS provider contracts with or otherwise authorizes a third party to provide any other services or functions related to the provision of VRS other than interpretation services or call center functions, that third party must not hold itself out as a provider of VRS, and must clearly identify the eligible VRS provider to the public. To the extent an eligible VRS provider contracts with or authorizes a third party to provide any services or functions related to marketing or outreach, and such services utilize VRS, those VRS minutes are not compensable on a per minute basis from the TRS fund.

PAH Relay Compliance: Applicant so acknowledges.

Standard (v): All third-party contracts or agreements entered into by an eligible provider must be in writing. Copies of such agreements shall be made available to the Commission and to the TRS Fund administrator upon request.

PAH Relay Compliance: PAH Relay so acknowledges and is prepared to provide all contracts or agreements to the Commission or designated auditor upon request.

(2) Call center reports. VRS providers shall file a written report with the Commission and the TRS Fund administrator, on April 1 and October 1 of each year for each call center that handles VRS calls that the provider owns or controls, including centers located outside of the United States, that includes: (a) the complete street address of the center; (b) the number of individual CAs and CA managers; and (c) the name and contact information (phone number and email address) of the manager(s) at the center. VRS providers shall also file written notification with the Commission and the TRS Fund administrator of any

change in a center's location, including the opening, closing, or relocation of any center, at least 30 days prior to any such change.

PAH Relay Compliance: PAH Relay affirmatively acknowledges its responsibility to, and will make semi-annual call center reports to, the Commission and Fund Administrator on or before April 1 and October 1 of each year.

(3) *Compensation of CAs.* VRS providers may not compensate, give a preferential work schedule or otherwise benefit a CA in any manner that is based upon the number of VRS minutes or calls that the CA relays, either individually or as part of a group.

PAH Relay Compliance: Applicant so acknowledges.

(4) *Remote training session calls.* VRS calls to a remote training session or a comparable activity will not be compensable from the TRS Fund when the provider submitting minutes for such a call has been involved, in any manner, with such a training session. Such prohibited involvement includes training programs or comparable activities in which the provider or any affiliate or related party thereto, including but not limited to its subcontractors, partners, employees or sponsoring organizations or entities, has any role in arranging, scheduling, sponsoring, hosting, conducting or promoting such programs or activities.

PAH Relay Compliance: PAH Relay affirmatively acknowledges that VRS calls to a remote training session or a comparable activity will not be compensable from the TRS Fund. PAH Relay states further that it has at no time sought Fund compensation for such calls.

IV. COMPLIANCE WITH WAIVED MANDATORY MINIMUM STANDARDS FOR THE PROVISION OF FEDERALLY-FUNDED VRS (47 C.F.R. §64.606(a)(2)(ii))⁴³

PAH Relay Compliance: PAH Relay will comply with certain mandatory minimum standards that have been waived for VRS subscribers, as follows:

- 1. *One-line VCO, VCO-to-TTY, and VCO-to-VCO.***

⁴³ See 2011 VRS Waiver Extension Order.

PAH Relay Compliance: PAH Relay has complied with the *One-line VCO, VCO-to-TTY, and VCO-to-VCO* requirement since its inception. PAH Relay has the capability of providing VRS for all call types.

2. *One-line HCO, HCO-to-TTY, and HCO-to-HCO.*

PAH Relay Compliance: PAH Relay has and will continue to comply with the *One-line HCO, HCO-to-TTY, and HCO-to-HCO* requirement.

3. *Pay-Per-Call (900) calls.* Pay-per-call (900) calls are calls that the person making the call pays for at a charge greater than the basic cost of the call.

PAH Relay Compliance: PAH Relay has the capability to process pay-per-call in the event such calls are placed, but does not place them unless the call can be paid for by a consumer using their own payment method, consistent with the waiver of this rule.

4. *Types of Calls (Operated Assisted Calls and Long Distance Calls).* Commission rules require TRS providers to handle any type of call normally handled by common carriers.

PAH Relay Compliance: Applicant's VRS platform enables compliance with the *Types of Calls* requirement. Applicant maintains the capability of providing any type of call function otherwise available from common carriers including, but not limited to, operator assisted calls and the ability to support pay-per call services. Applicant has established procedures that enable use of operator assisted calling through the caller's preferred carrier or Applicant's default presubscribed carrier's operator services if not otherwise specified, and the ability to pass along caller credit card information for purposes of billing pay-per-call calls. Applicant will not bill callers for long distance services, consistent with Equal Access VRS waiver obligations.

5. *Equal Access to Interexchange Carriers.* The TRS rules require that providers offer TRS users their interexchange carrier of choice to the same extent that such access is provided to voice users. Providers should specifically address the effect of the numbering and registered location requirements on the continuing need for this waiver.

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PAH Relay Compliance: Applicant already meets the standard. Please refer to response to equal access to interexchange carriers (47C.F.R. § 64.604(b)(3)), page 38, *supra*.

6. *Speech-to-Speech.* In the 2000 TRS Report & Order, the Commission recognized STS as a form of TRS and required that it be offered as a mandatory service. The Commission waived this requirement indefinitely for VRS, noting that STS is a speech-based service, whereas VRS is a visual service using interpreters to interpret in sign language over a video connection.

PAH Relay Compliance: PAH Relay continues to provide STS for its IP Relay offering and, consistent with the waiver of this requirement for VRS, does not handle STS for VRS calls.

V. ADDITIONAL COMPLIANCE REQUIREMENTS.

In addition to the foregoing, Applicant affirmatively acknowledges that it has and will continue to comply with all applicable regulations associated with the provision of VRS including but not limited to, Section 64.611, Internet-based TRS registration, and 64.613, Numbering directory for Internet-based TRS users, as amended, applicable Commission orders and policies, as may be amended from time to time.

VI. SHOWING OF PUBLIC INTEREST.

Although certification of compliance with federal mandatory minimum standards pursuant to sections 64.604 and 64.606 is fact-based and does not impose a public interest standard test, Applicant maintains that the granting of this application is in the public interest and will benefit the public throughout the U.S.

- A. PAH Relay's Service Will Maintain A Technologically-Advanced VRS Option To the Public That Brings Deaf and Disabled Users a Step Closer to "Functionally Equivalent" Communications.**

Applicant's deployment of a retail VRS, made possible through the grant of this Petition, will enable consumers to continue to have access to greater flexibility in communications. As

PAH Relay's software VoIP-based VRS is accessible from any computer having a wireline or wireless broadband connection, consumers gain mobility and enhanced ease in connection. Consumers do not require specialized equipment, but will be able to expand the utility of their computers for sight-based, interactive communications from a home, office, or remote location. These capabilities bring the speech and hearing disabled a major step closer to the "functionally equivalent" communications they deserve and that Congress and the FCC have established as a matter of public policy.

B. The Granting of this Application Will Promote Innovation and Improved Service by All Providers

The granting of the Application and PAH Relay's continued provision of VRS services will provide the public, and Deaf consumers in particular, with expanded options of service providers. The PAH Relay alternative creates competitive pressure on existing providers to innovate, incorporate new advanced technology approaches, and improve service offerings and capabilities, to the ultimate benefit of consumers. While PAH Relay uses the same basic VRS technology used by other providers, the key to its success is how the Company differentiates itself from other providers, consistent with basic competitive business practices. Applicant maintains that the experience of its senior management team, its CA's and management team's deep and established connection with the Deaf Community, and dedication to providing an exceptional consumer experience by focusing on consumer needs through service and technology, among other factors, directly contributes toward making PAH Relay a desirable provider of VRS services.

C. The Granting of this Application Will Enhance Access to Information Through PAH Relay's Outreach Efforts

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PAH Relay engages in an extensive outreach program, which includes information regarding VRS accessibility and moreover, a host of information that will benefit the speech impaired and Deaf community, as discussed above. PAH Relay commits to continue funding an outreach program that increases the accessibility of information and program content geared to enhancing the lives of speech impaired and Deaf individuals.

D. PAH Relay Will Contribute to the Expansion of the Pool of Certified CAs.

PAH Relay devotes a variety of resources to the interpreting and Deaf communities designed to assist in expanding the pool of Certified CAs. PAH Relay interpreters are recognized as leaders in their interpreting communities and perform numerous volunteer hours mentoring and training interpreters-to-be in a variety of community settings, assisting them with gaining the kind of diverse experiences that will lead them to be highly qualified interpreters and CAs. PAH Relay interpreters are in high demand in their areas as mentors and work hard to serve their up and coming counterparts. In addition, PAH Relay executives and CAs have given a number of training workshops for interpreters and give presentations at Interpreter Training Programs, helping interpreters in training to get insight and understanding as to what makes an outstanding interpreter and ideas of how to advance themselves to that level.

E. PAH Relay Will Contribute to the Deployment of Broadband Access.

As PAH Relay's VRS is broadband-based, use of PAH Relay's VRS has and will continue to increase demand for broadband services across the country. This will accelerate broadband deployment, consistent with federal and state policies.

VII. CONCLUSION

The Commission's *Report and Order and Order on Reconsideration* establishes a process whereby a VRS - and IP relay - provider may seek Commission certification of compliance with applicable minimum mandatory standards. This certification process enables companies like PAH Relay, to draw from the federal TRS fund for the provision of compensable VRS, when demonstrating compliance with the MMS and meeting the other requirements under section 605(a)(2).

PAH Relay, from its inception, has delivered a comprehensive VRS service. PAH Relay invested nearly a year in researching technology platforms, including effort towards building its own platform. The very first VRS call handled by PAH Relay was handled by one of its own CAs in its own call center. PAH Relay made a significant investment into call centers, technology, staff, training and development of its product prior to launching its VRS operation. PAH Relay submitted its original application within days of launching its operations and after months of extensive work to prepare the application and ensure that it could meet the MMS and other rules associated with TRS. Three years later, PAH Relay continues to demonstrate a commitment to serving our consumers and compliance with the rules, first and foremost. Throughout our operation nearly all of PAH Relay's minutes have been handled by its own interpreters. We have always maintained and exercised control of the quality and nature of our product.

PAH Relay's ability to make its services generally available to the Deaf Community and other callers is predicated on its ability draw from the federal TRS fund to recoup the costs associated with the provision of these services. PAH Relay's growth has been slow yet steady.

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It has clung steadfastly to its principles of providing VRS the way the Commission intended. Though small, it has a very loyal and grateful consumer base. Drawing directly from the fund will level the playing field and allow PAH Relay to bring its high-caliber service to an even greater number of consumers.

PAH Relay has ensured ongoing compliance with the Commission's Mandatory Minimum Standards, currently waived Standards, and Orders, through a plan that incorporates complementary tools, adequate procedures and remedies. PAH Relay has implemented a process for providing consumers with information regarding complaint procedures, and maintains a fully staffed customer service center and complaint logging capabilities, consistent with existing complaint logging requirements.

PAH Relay has demonstrated that its services do not differ from, or in any way violate, the Commission's applicable Mandatory Minimum Standards.

PAH Relay further covenants to comply with ongoing reporting and audit requirements and such additional requirements as may from time to time be imposed by the Commission with respect to VRS services, including reports or response to *ad hoc* information requests, on-site visits, inspection of books, materials, and operations.

PAH Relay acknowledges Commission certification of compliance is not static, but entails ongoing verification. PAH Relay will at all times cooperate with the Commission and assist the Commission in verification of compliance, response to complaints and inquiries, and in any such requirement or request as may be made by the Commission to PAH Relay. PAH Relay will also provide the Commission with such information regarding PAH Relay's operations as

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will be needed by the Commission to comply with FCC state TRS/VRS re-certification requirements pursuant to sections 64.604 and 64.606, as amended, of the FCC's rules.

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WHEREFORE, PAH! VRS Support Services, LLC d/b/a PAH Relay hereby respectfully requests that the Commission certify that PAH Relay is eligible to receive reimbursement directly from the Fund as a provider of Internet-based VRS and IP Relay Services.

A Verification attesting to the truth, accuracy, and completeness of this Application under penalty of perjury signed by me as Chief Executive Officer of PAH Relay and notarized, is attached.

Respectfully submitted this 19th day of September, 2011,

PAH! VRS SUPPORT SERVICES, LLC
d/b/a PAH Relay

By: _____


Brian Collins, CEO

STATE OF Indiana
COUNTY OF Johnson

)
) ss.
)

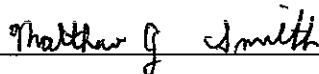
VERIFICATION

I swear under penalty of perjury that I am Brian Collins, a manager and chief executive officer of PAH! VRS Support Services, LLC d/b/a PAH Relay and that I have examined the foregoing submissions, and that all information required under the Commission's rules and orders has been provided and all statements of fact, as well as all documentation contained in this submission, are true, accurate, and complete.

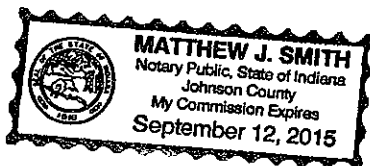
PAH! VRS SUPPORT SERVICES, LLC
d/b/a PAH Relay

By: 
Brian Collins, CEO

Subscribed and sworn to before me this 19th day of September, 2011



Notary Public in and for the State of Indiana



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Before the
Federal Communications Commission
Washington, D.C. 20554

In the matter of)	
)	
Application of PAH! VRS Support)	
Services, LLC d/b/a PAH Relay -)	CG Docket No. 10-51
Structure and Practices of the)	
Video Relay Services Program)	
)	

Internet-based TRS Certification Application
of PAH! VRS SUPPORT SERVICES, LLC d/b/a PAH Relay

LISTING OF EXHIBITS

Exhibit	Content
A	Overview of Current Management and Curriculum Vitae of Representative Employee
A1	CONFIDENTIAL List of Full and Part-time Employees and Copies of Employment Agreements
B	CONFIDENTIAL Description of Applicant's Platform and Sample Call Detail and Conversation Minute Reports
C	CONFIDENTIAL A copy of each lease for each call center operated by PAH Relay
D	CONFIDENTIAL A description of the technology and equipment used to support call center functions and Emergency Call Handling Procedures
E	CONFIDENTIAL Proofs of purchase, leases or license agreements for all technology and equipment used to support their call center functions, including a complete copy of any lease or license agreement for automatic call distribution is attached as confidential

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LISTING OF EXHIBITS
(continued)

Exhibit	Content
F	Statement that PAH Relay will file annual compliance reports demonstrating continued compliance with Commission rules.
G	Text of 911 and 10 Digit Number Instructions
H	CONFIDENTIAL Whistleblower Policy

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EXHIBIT A

Overview of Current Management
and Curriculum Vitae of Representative Employee

(Attached)

Chief Executive Officer, Manager: Brian Collins

Mr. Collins is a nationally certified Interpreter for the Deaf with over 20 years of interpreting experience as well as a CODA (Child of Deaf Adults). Brian is one of the three co-founders of PAH Relay. Based on his extensive industry experience, determined that there had to be a better way to provide Video Relay Services with an emphasis on Serving. As a result he and his two partners founded PAH Relay in 2007. Brian processed PAH Relay's first call on October 31st, 2011 and has not looked back since. Brian's role within PAH Relay is that of CEO where he is responsible for the overall direction of the company. In addition he is also responsible for the oversight of the day to day business activities including business contract negotiations, regulatory affairs and marketing direction. Prior to his involvement with PAH Relay Brian worked 3 years for a leading video relay service provider. During that time, Brian performed duties ranging from Video Relay Interpreter, a Call Center Director (with more than 50 staff interpreters) to Central Region District Manager. As the Central Region District Manager Brian was responsible for managing as many as six VRS centers. In Addition, Brian was charged with the implementation of multiple new call centers. Including all responsibilities ranging from site feasibility studies and selection through launch. Prior to his career in video relay, Brian also worked at the Indiana School for the Deaf as a Staff Interpreter and an Interpreting Services Supervisor for more than 10 years.

Chief Financial Officer, Secretary, Manager: David Jeffers

Mr. Jeffers has played a critical role over the past 4 years helping to guide the start up of PAH Relay and ensure its financial health. He has been instrumental in guiding the company through this time period. Dave also has been a key person in understanding and evaluating IT components of the business. He draws upon experience over the last 35 years as an IT professional serving in a variety of industries including banking, credit cards and insurance. As an IT professional, Dave has held various senior management positions, provided consulting services and managed major project initiatives. Additionally, Dave has been a partner and franchisee for Cartridge World. Cartridge World is the largest and fastest growing ink remanufacturing franchise in the US. The Cartridge World store in Columbus, Georgia, has consistently been rated in the top 25% of more than 650 US stores in its third year of operation.

Chief Operations Officer: Herbert L. Pickell, III

Mr. Pickell has spent the last 4 years as COO of PAH Relay. He has lent his skills into every aspect of the business. He has maintained primary responsibility for recruiting, hiring, and training of interpreters as well as serving as a vital link to the deaf community. His role includes working with members of the community and consumers to better understand how PAH Relay's provisioning of VRS services can be improved and better serve the consumers it was intended to. His experience at PAH Relay and in previous positions has provided extensive understanding of the consumers, the interpreting community and the technology necessary for high quality relay services. Bert has also served as a key executive for marketing and as Compliance Officer and ensuring that the company operates with integrity and in full compliance with the rules and the

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intent of the TRS program to provide a valuable service to consumers. He has previously served as is co-CEO of the ClubDeaf.com, LLC in La Jolla, California. Both of his parents are deaf and he has a significant hearing loss himself. He has pursued studies toward a PhD. in Language and Communicative Disorders, at the San Diego State University and University of California, San Diego, CA. Bert has been recognized by the Gallaudet University Alumni Association as an Alice Cogswell Award Recipient, for outstanding service of the Deaf Community, 2004. Mr. Pickell is also active with several local Deaf organizations, the Academy of Aphasia, and CODA (Children of Deaf Adults) International.

CONFIDENTIAL EXHIBIT A1

List of Full and Part-time Employees and Copies of Employment Agreements

(Attached)

REQUEST FOR CONFIDENTIAL TREATMENT

Pursuant to Section 0.459 of the Commission's Rules, PAH Relay states that Exhibits A1, B, C, D, E, and H (collectively, the "Confidential Documents") to the Company's Application are confidential, and respectfully requests that these documents be protected accordingly. In support of its request, PAH Relay states that these Confidential Documents constitute "trade secrets" as set forth in Section 0.457(d) of the Commission's Rules, and that the documents contain sensitive proprietary information including, but not limited to, highly confidential leases and technology descriptions. These documents further reveal sensitive company operations and scope that would be useful to competitors. Additionally, these documents contain highly confidential personal information not intended for public consumption. PAH Relay would not otherwise make these documents publicly available under any circumstances. Release of any of such information to the public could cause PAH Relay irreparable and inestimable harm.

CONFIDENTIAL EXHIBIT B

Description of Applicant's Platform and Sample Call Detail and Conversation Minute Reports

(Attached)

REQUEST FOR CONFIDENTIAL TREATMENT

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CONFIDENTIAL EXHIBIT C

A copy of each lease for each call center operated by PAH Relay

1. Ft. Wayne, Indiana Lease and Addendum (Attached)
2. Indianapolis, Indiana Lease and Lease Amendment (Attached)
3. Little Rock, Arkansas Lease (Attached)

REQUEST FOR CONFIDENTIAL TREATMENT

Pursuant to Section 0.459 of the Commission's Rules, PAH Relay states that Exhibits A1, B, C, D, E, and H (collectively, the "Confidential Documents") to the Company's Application are confidential, and respectfully requests that these documents be protected accordingly. In support of its request, PAH Relay states that these Confidential Documents constitute "trade secrets" as set forth in Section 0.457(d) of the Commission's Rules, and that the documents contain sensitive proprietary information including, but not limited to, highly confidential leases and technology descriptions. These documents further reveal sensitive company operations and scope that would be useful to competitors. Additionally, these documents contain highly confidential personal information not intended for public consumption. PAH Relay would not otherwise make these documents publicly available under any circumstances. Release of any of such information to the public could cause PAH Relay irreparable and inestimable harm.

CONFIDENTIAL EXHIBIT D

A description of the technology and equipment used to support call center functions and emergency call handling procedures

(Attached)

REQUEST FOR CONFIDENTIAL TREATMENT

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CONFIDENTIAL EXHIBIT E

Proofs of purchase, leases or license agreements for all technology and equipment used to support their call center functions, including a complete copy of any lease or license agreement for automatic call distribution is attached as confidential

(Attached)

REQUEST FOR CONFIDENTIAL TREATMENT

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EXHIBIT F

Statement that PAH Relay will file annual compliance reports demonstrating continued compliance with Commission rules.

(Attached)

STATE OF
COUNTY OF

)
) ss.
)

STATEMENT OF COMPLIANCE REGARDING ANNUAL REPORTS

I, Brian Collins, first being duly sworn upon oath, depose and say I am a manager and Chief Executive Officer of PAH Relay (“Applicant”), an Applicant for certification as a federal Telecommunications Relay Service Fund (“Fund”) provider eligible for compensation from the Fund. Pursuant to section 64.606(a)(2)(iv) of the Commission’s rules,⁴⁴ applicants for certification as a Fund eligible provider are to make a statement that the applicant will file annual compliance reports demonstrating continued compliance with applicable Commission rules following certification. I swear under penalty of perjury that upon a grant of certification, PAH Relay, Inc. will file annual compliance reports demonstrating continued compliance with applicable Commission rules for the provision of video relay services on or before the date on which such compliance reports are due.

Pursuant to Section 64.606(g)(1)(interim) of the Commission’s rules⁴⁵ “such [annual compliance] reports must update the information required in paragraph (a)(2) of this section⁴⁶ and include updated documentation and a summary of the updates, or certify that there are no changes to the information and documentation submitted with the application for certification, application for renewal of certification, or the most recent annual report, as applicable.” I further swear under penalty of perjury that upon a grant of certification, PAH Relay will file annual compliance reports in accordance with the entirety of Section 64.606(g) of the Commission’s

⁴⁴ 47 C.F.R. §64.606(a)(2)(iv).

⁴⁵ 47 C.F.R. §64.606(g).

⁴⁶ 47 §64.606(a)(2).

rules. Such annual reports will be examined by me first hand, and the accuracy and completeness thereof will be further verified by me under oath as Chief Executive Officer of PAH Relay subject to penalty of perjury in accordance with the specific officer certification language set forth in Section 64.606(g)(2)(interim) of the Commission's rules.

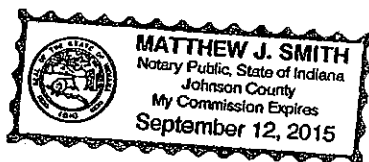
PAH! VRS SUPPORT SERVICES, LLC
d/b/a PAH Relay

By: 
Brian Collins, CEO

Subscribed and sworn to before me this 19th day of September, 2011

Matthew J. Smith

Notary Public in and for the State of Indiana



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EXHIBIT G

Text of 911 and 10 Digit Number Instructions

(Attached)

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Text of 911 and 10 Digit Number Instructions

All VRS users are required to have a registered 10 digit number.

- Safety – This facilitates smooth handling of 911 emergency calls
- Valid and up to date address information is required
- This ensures that your call is sent to the right 911 center and provides the 911 operator will have automatic address information to assist with the emergency
- In order to make or receive non-emergency VRS calls, you must have a 10 digit number assigned to you by a VRS provider

Have you moved? It is important that you update this address information so that the correct address information can be used if you have an emergency and call 911.

To make changes to your address information just go to www.pahrelay.com and log into your profile and update the address information.

CONFIDENTIAL EXHIBIT H

Whistleblower Policy

(Attached)

REQUEST FOR CONFIDENTIAL TREATMENT

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